

Identity and Access Management (IAM)

End User Guide



June 13, 2018



CONTENTS

How to Enroll Your Account.....	3
Select and Answer Enrollment Questions.....	5
Create a Shared Secret Question and Answer for the Help Desk	6
How to Recover Your Account.....	8
Reasons You Might Need to Recover Your Account	8
Where to Go.....	8
Steps.....	9
How to Manage Your Account	10
Create a New Password	12
Select and Answer New Enrollment Questions	13
How to Get Help	15



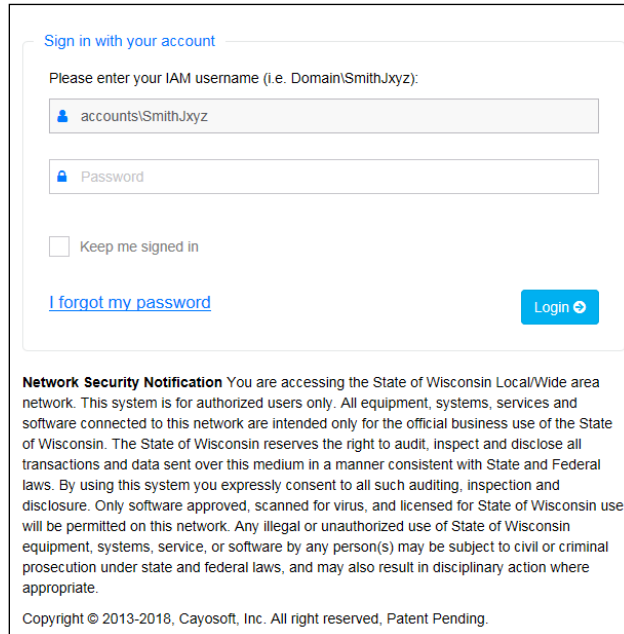
HOW TO ENROLL YOUR ACCOUNT

Enrolling your account requires input from you. It will take a few minutes to complete. IAM screens will walk you through the steps to complete the enrollment process and create your shared secret question and answers.

1. To enroll your account, open a browser (e.g., Internet Explorer) and enter <https://eiam.wisconsin.gov>. The following window will appear:

A screenshot of the Identity and Access Management (IAM) login page. The page has a light gray background. At the top, there is a link "Sign in with your account". Below it, a text prompt says "Please enter your IAM username (i.e. Smith.Jxyz):". There are two input fields: the first is for the username, preceded by a blue person icon, and the second is for the password, preceded by a blue lock icon and the word "Password". Below the password field is a checkbox labeled "Keep me signed in". At the bottom left is a link "I forgot my password" and at the bottom right is a blue "Login" button with a right-pointing arrow. Below the login form is a "Network Security Notification" section with a paragraph of text about authorized users and network security. At the very bottom is a copyright notice: "Copyright © 2013-2018, Cayosoft, Inc. All right reserved, Patent Pending."

2. Enter the **domain\IAM Account** and password; for example, accounts\SmithJxyz. Do not check the box marked *Keep me signed in*. Click *Login*.



Sign in with your account

Please enter your IAM username (i.e. Domain\SmithJxyz):

☐ Keep me signed in

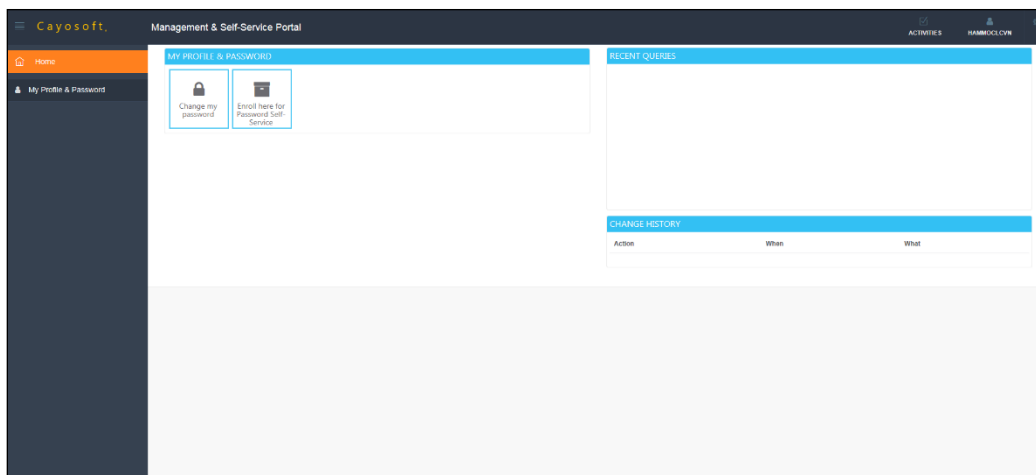
[I forgot my password](#)

Login

Network Security Notification You are accessing the State of Wisconsin Local/Wide area network. This system is for authorized users only. All equipment, systems, services and software connected to this network are intended only for the official business use of the State of Wisconsin. The State of Wisconsin reserves the right to audit, inspect and disclose all transactions and data sent over this medium in a manner consistent with State and Federal laws. By using this system you expressly consent to all such auditing, inspection and disclosure. Only software approved, scanned for virus, and licensed for State of Wisconsin use will be permitted on this network. Any illegal or unauthorized use of State of Wisconsin equipment, systems, service, or software by any person(s) may be subject to civil or criminal prosecution under state and federal laws, and may also result in disciplinary action where appropriate.

Copyright © 2013-2018, Cayosoft, Inc. All right reserved, Patent Pending.

3. The **Management & Self-Service Portal** window will appear. Click on *Enroll here for Password Self-Service*.



Cayosoft, Management & Self-Service Portal

My Profile & Password

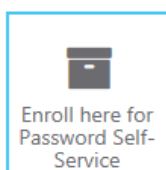
Change my password

Enroll here for Password Self-Service

RECENT QUERIES

CHANGE HISTORY

Action	When	What
--------	------	------





SELECT AND ANSWER ENROLLMENT QUESTIONS

The enrollment process allows you to securely recover your account access 24 hours a day, 7 days a week if you forget your password. Choose five questions and provide answers that you can use, exactly as entered, to recover access to your account. These question-and-answer combinations identify you as the owner of this account. The answers are **NOT case sensitive**.

CAUTION

No one else can view your questions and answers, so be sure to use unique, meaningful answers you can remember. If you do forget the answers, you will not be able to use Account Recovery and will need to contact someone in your agency as defined by your agency support procedures.

4. The **Enroll or Update my profile** window will appear.

Enroll or Update my profile

Please select questions to answer below.
You must select and answer at least 5 questions, and the answers must be at least 3 characters long.

Self-Service Questions:

As a child, which phone number do you remember most?

Where was your wedding reception held?

What street did you live on in third grade?

What was the name of your first elementary school?

What was your favorite subject in high school?

Answers:

Question shared with the Help Desk:

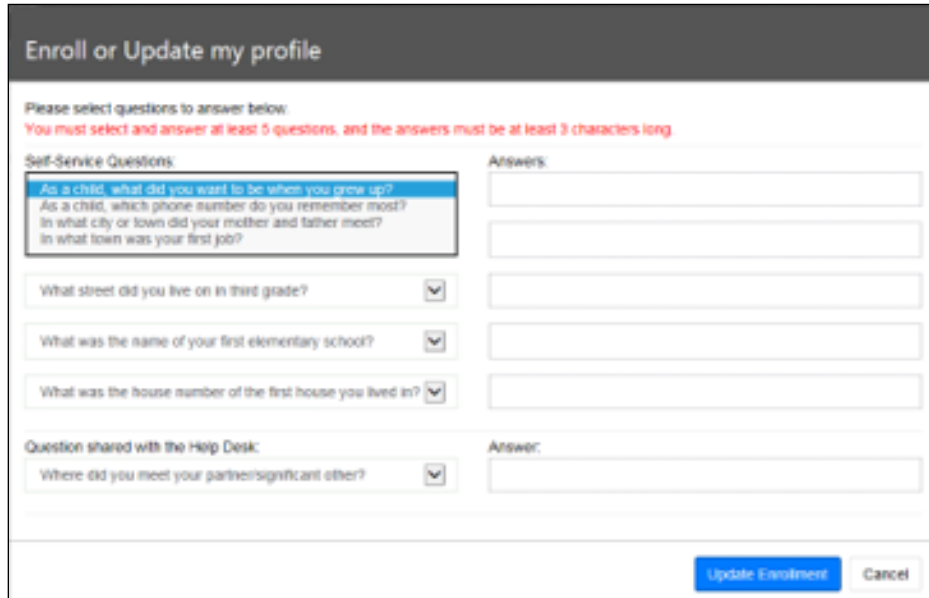
Who was your favorite actor, musician, or artist as a child?

Answer:

Update Enrollment

Cancel

- Click the dropdown arrow to the right of each question set. Select a question and click on it.



- It will now appear in the *Question* box. Enter your response in the *Answer* box.

Create a Shared Secret Question and Answer for the Help Desk

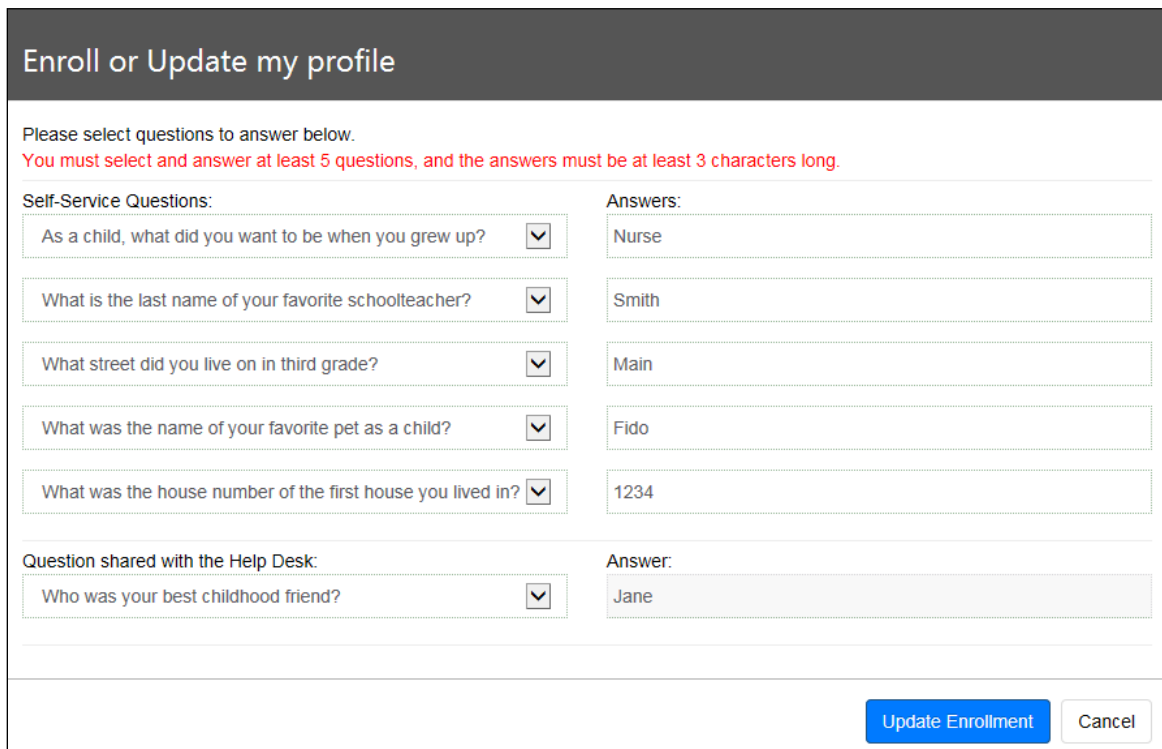
- As with the previous sets of enrollment questions, click the downward arrow to the right of the question to open the dropdown menu. Select and click on the question of your choice. It will appear in the *Question* box. Enter your response in the *Answer* box.



NOTE

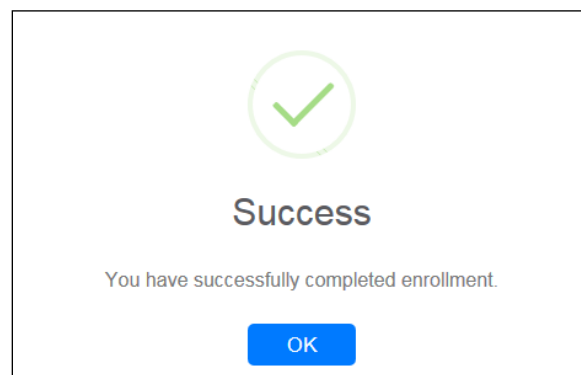
The shared secret question-and-answer can be seen by your agency security administrator or help desk technician. You will be asked to answer your shared security question to confirm your identity as owner of the account.

8. Click on *Update Enrollment*.



The screenshot shows a web form titled "Enroll or Update my profile". Below the title, it says "Please select questions to answer below." and "You must select and answer at least 5 questions, and the answers must be at least 3 characters long." The form is divided into two main sections: "Self-Service Questions:" and "Question shared with the Help Desk:". Each section has a list of questions with dropdown arrows and corresponding answer fields. The "Self-Service Questions" section includes five questions: "As a child, what did you want to be when you grew up?" (Answer: Nurse), "What is the last name of your favorite schoolteacher?" (Answer: Smith), "What street did you live on in third grade?" (Answer: Main), "What was the name of your favorite pet as a child?" (Answer: Fido), and "What was the house number of the first house you lived in?" (Answer: 1234). The "Question shared with the Help Desk:" section includes one question: "Who was your best childhood friend?" (Answer: Jane). At the bottom right of the form, there are two buttons: "Update Enrollment" (blue) and "Cancel" (gray).

9. The **Success** window will appear. Click OK.



10. You have now successfully completed the IAM Account enrollment process. You may close the browser window.



HOW TO RECOVER YOUR ACCOUNT

REASONS YOU MIGHT NEED TO RECOVER YOUR ACCOUNT

You may need to recover your account for two reasons:

- You entered your password unsuccessfully four consecutive times, causing your account to be locked.
- Your password has expired.
 - Passwords must be changed every 60 days, and if they are not, the situation is treated as if your account has become locked and you don't know the password, even though you might.

Where to Go

1. To use Account Recovery, open a browser (e.g., Internet Explorer) and enter <https://eiam.wisconsin.gov>.

A screenshot of the Identity and Access Management (IAM) login page. At the top, it says "Sign in with your account". Below that, it asks the user to "Please enter your IAM username (i.e. Smith.Jxyz):" and provides a text input field. Underneath is a "Password" field with a lock icon. There is a checkbox labeled "Keep me signed in". A link "I forgot my password" is on the left, and a blue "Login" button with a right arrow is on the right. Below the login fields is a "Network Security Notification" paragraph stating that the system is for authorized users only and that the State of Wisconsin reserves the right to audit and disclose all transactions. At the bottom, it says "Copyright © 2013-2018, Cayosoft, Inc. All right reserved, Patent Pending."

2. Click on *I forgot my password*.



Steps

1. Collect your account information. Enter the **domain** and **IAM account**. Example: SmithJxyz. Click *Next*.

This is a screenshot of a web form titled "Reset your password". Below the title is the heading "Step 1 – User Verification" followed by the instruction "To reset your password, begin by entering your user name." There is a text input field labeled "Username". Below the field is a hint: "Enter your user name in using the username@domain.com or the domain\username format." At the bottom right of the form are three buttons: "Back" (disabled), "Next" (active), and "Cancel".

Reset your password

Step 1 – User Verification

To reset your password, begin by entering your user name.

Username

Enter your user name in using the username@domain.com or the domain\username format.

Back Next Cancel

2. Validate your identity. You will be presented with three of the questions you answered when you enrolled. Enter the answer to each question. The answers are **NOT** case sensitive. Click *Next*.

This is a screenshot of a web form titled "Reset your password". Below the title is the heading "Step 2 – User Verification" followed by the instruction "Please answer the question using the same answer provided during self-service enrollment." The form contains two columns: "Questions" and "Answers". There are three rows of questions and answers. At the bottom right of the form are three buttons: "Back" (disabled), "Next" (active), and "Cancel".

Reset your password

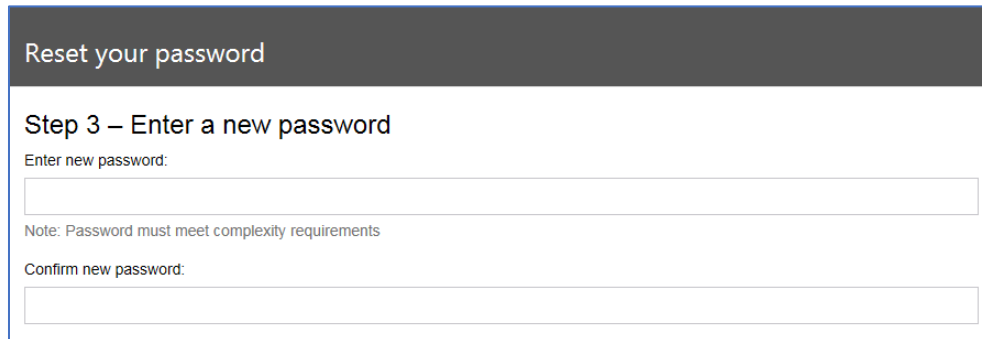
Step 2 – User Verification

Please answer the question using the same answer provided during self-service enrollment.

Questions	Answers
As a child, what did you want to be when you grew up?	Nurse
What was the name of your favorite pet as a child?	Fido
What was the house number of the first house you lived in?	1234

Back Next Cancel

3. Change your password. Choose a new password that conforms to the requirements. Enter the new password in the *Enter new password* and *Confirm new password* fields. Click OK.



Reset your password

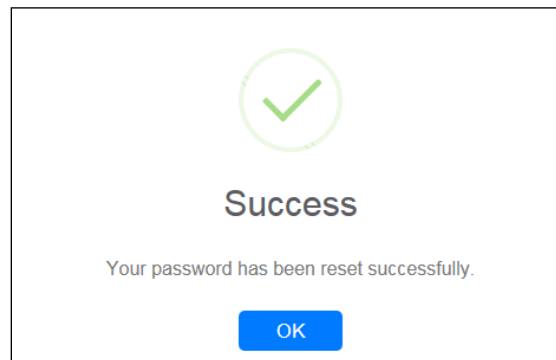
Step 3 – Enter a new password

Enter new password:

Note: Password must meet complexity requirements

Confirm new password:

4. Once the password is accepted, the **Success** window will appear. Click OK.



HOW TO MANAGE YOUR ACCOUNT


Under this option you can change your password or select new enrollment questions.


1. To manage your account, open a browser (e.g., Internet Explorer) and enter <https://eiam.wisconsin.gov> in the address bar.



Sign in with your account

Please enter your IAM username (i.e. SmithJxyz):



 Password

☐ Keep me signed in

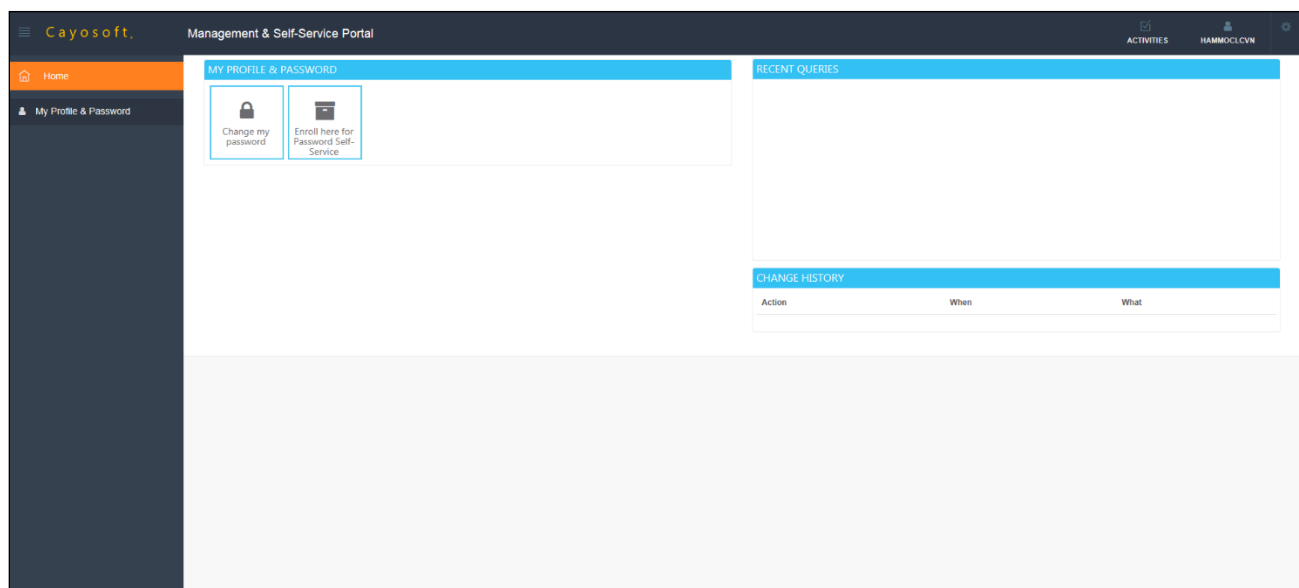
[I forgot my password](#)

Login

Network Security Notification You are accessing the State of Wisconsin Local/Wide area network. This system is for authorized users only. All equipment, systems, services and software connected to this network are intended only for the official business use of the State of Wisconsin. The State of Wisconsin reserves the right to audit, inspect and disclose all transactions and data sent over this medium in a manner consistent with State and Federal laws. By using this system you expressly consent to all such auditing, inspection and disclosure. Only software approved, scanned for virus, and licensed for State of Wisconsin use will be permitted on this network. Any illegal or unauthorized use of State of Wisconsin equipment, systems, service, or software by any person(s) may be subject to civil or criminal prosecution under state and federal laws, and may also result in disciplinary action where appropriate.

Copyright © 2013-2018, Cayosoft, Inc. All right reserved, Patent Pending.

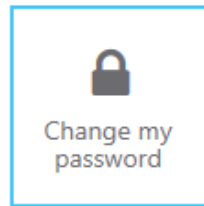
2. Enter the **domain** and **IAM Account** and password. Example: accounts\SmithJxyz. Click the login button.
3. The **Management & Self-Service Portal** screen will appear.



- Got to Step 4 to change your password.
- Go to Step 8 to select and answer new enrollment questions.

Create a New Password

4. Click on *Change my password*.



5. The *Change Password* window will appear.

Change Password

Enter your existing password:

Enter new password:

Note: Password must meet complexity requirements

Confirm new password:

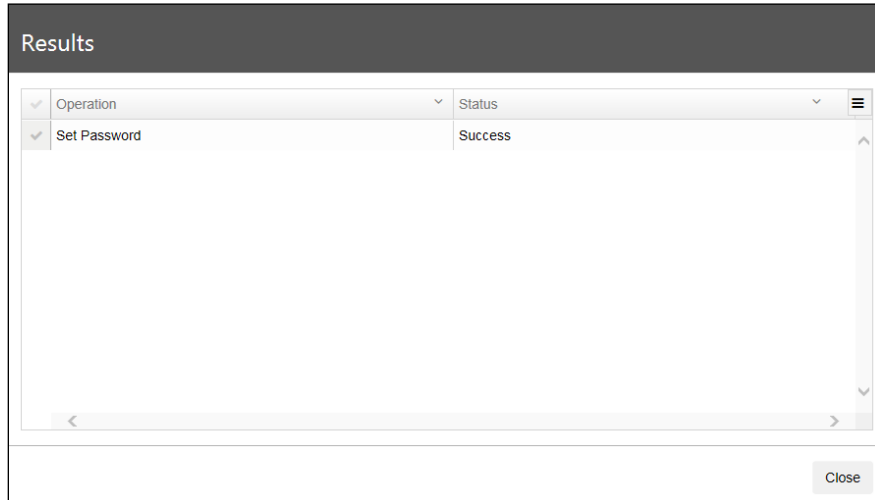
Change PasswordCancel

Choose a new password that meets the password requirements.

Enter your existing password in the field of that name.

Enter your new password in the *Enter new password* and *Confirm new password* fields. Click *Change Password*.

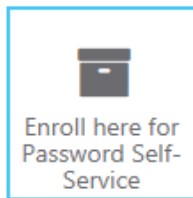
6. When the password is successfully changed, the *Results* screen will appear.



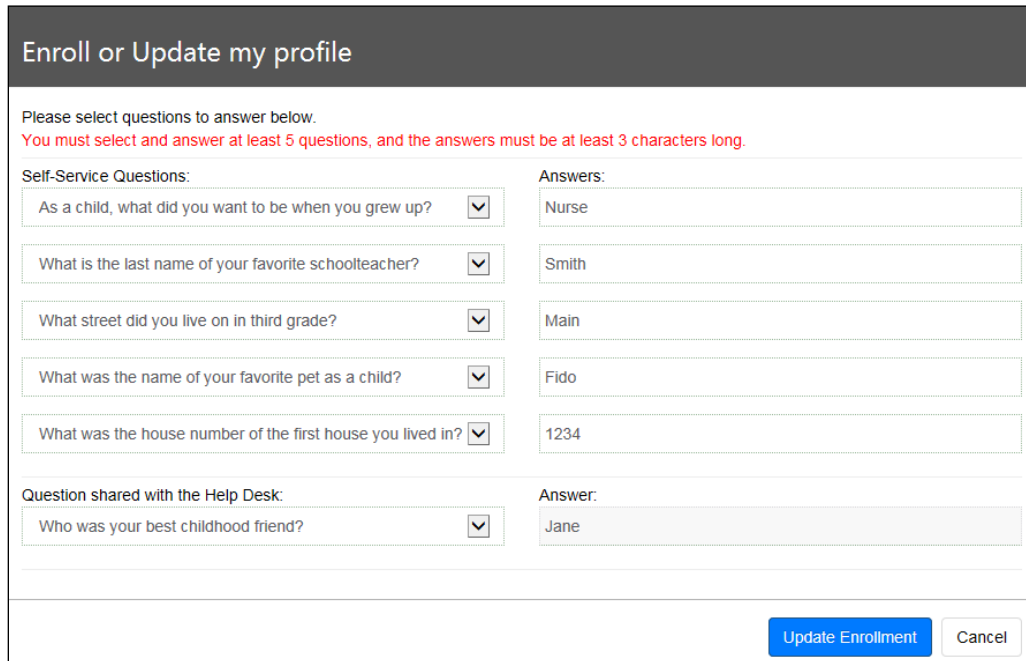
7. You have successfully changed your password. You may close your browser window.

Select and Answer New Enrollment Questions

8. Click on *Enroll here for Password Self-Service*.



9. The *Enroll or Update my profile* window will appear.



The screenshot shows a web form titled "Enroll or Update my profile". Below the title, it says "Please select questions to answer below." and "You must select and answer at least 5 questions, and the answers must be at least 3 characters long." The form is divided into two columns: "Self-Service Questions:" and "Answers:". There are five rows of questions with dropdown arrows, and corresponding answer boxes. The questions are: "As a child, what did you want to be when you grew up?", "What is the last name of your favorite schoolteacher?", "What street did you live on in third grade?", "What was the name of your favorite pet as a child?", and "What was the house number of the first house you lived in?". The answers are: "Nurse", "Smith", "Main", "Fido", and "1234". Below these, there is a section "Question shared with the Help Desk:" with a dropdown arrow and an answer box containing "Jane". At the bottom right, there are two buttons: "Update Enrollment" (blue) and "Cancel" (white).

10. Click the dropdown arrow to the right of each question set. Select a question and click on it.

It will now appear in the **Question** box. Enter your response in the **Answer** box.

You will perform this process five times so that all questions are selected and answered.

When you have selected and answered all of your enrollment questions, click on *Update Enrollment*.

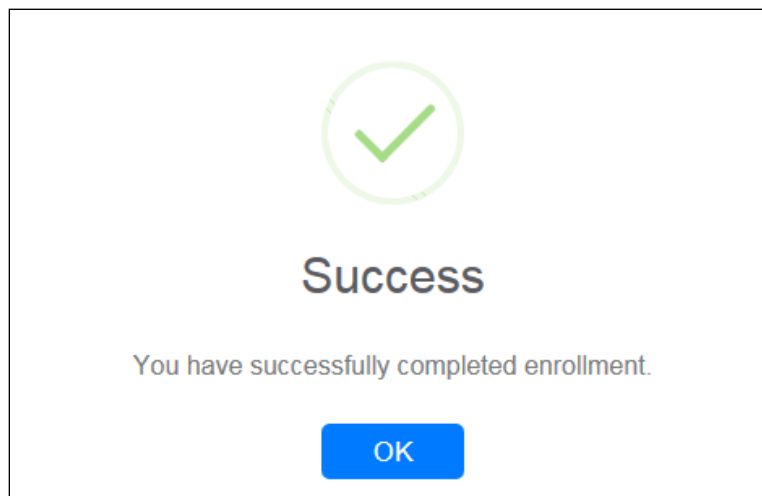
Enroll or Update my profile

Please select questions to answer below.
You must select and answer at least 5 questions, and the answers must be at least 3 characters long.

Self-Service Questions:	Answers:
As a child, what did you want to be when you grew up? <input type="checkbox"/>	Doctor
What is the last name of your favorite schoolteacher? <input type="checkbox"/>	Jones
What school did you attend for sixth grade? <input type="checkbox"/>	Lincoln
What was your favorite place to visit as a child? <input type="checkbox"/>	Disney World
What was your favorite subject in high school? <input type="checkbox"/>	English
Question shared with the Help Desk:	
Who was the first person to give you an autograph? <input type="checkbox"/>	Aaron Rodgers

Update EnrollmentCancel

11. When complete, the **Success** window appears.



12. You have now successfully completed changing your enrollment questions. You may close your browser window.

HOW TO GET HELP

For help, please follow your agency's procedures for password assistance. This may include contacting your agency help desk or agency IAM Security Administrator.